

SamTrans

CORRESPONDENCE

July 10, 2019
(as of 6-26-2019)

From: [Rios, Rona](#)
To: "MICHAEL HARRIS"
Cc: [Matsumoto, Karyl \[karyl.matsumoto@ssf.net\]](#); [John Baker](#); [Everything South City](#); [Rosa Acosta](#); [De La Torre, Andria](#); [Simon, Mark](#); [Board \(@samtrans.com\)](#); [Michael Richardson](#); [David Canepa](#); [Pine, Dave \[dpine@smcgov.org\]](#); [Conger, Jean](#); [Jeffrey Tong](#)
Subject: RE: Defective Ticket Machine Route 130 yesterday
Date: Friday, June 21, 2019 1:22:32 PM

Mr. Harris,

Your tickets have been mailed.

Best Regards,

Rona Rios
Manager, Customer Service|Distribution
SamTrans|Caltrain|SMCTA
1250 San Carlos Avenue
San Carlos, CA. 94070
riosr@samtrans.com

From: MICHAEL HARRIS [mailto:usmmmh@yahoo.com]
Sent: Friday, June 21, 2019 11:26 AM
To: Rios, Rona
Cc: Matsumoto, Karyl [karyl.matsumoto@ssf.net]; John Baker; Everything South City; Rosa Acosta; De La Torre, Andria; Simon, Mark; Board (@samtrans.com); Michael Richardson; David Canepa; Pine, Dave [dpine@smcgov.org]; Conger, Jean; Jeffrey Tong
Subject: Re: Defective Ticket Machine Route 130 yesterday

Thank you Rona,

My address is:

218 Alta Mesa Drive
SSF, CA 94080-3002

(650) 589 0175

I talked to Jeff Tong this morning. Jeff informed me that the SB Cal Train Station lacks infrastructure for Clipper Cards.

I use BART green cards to get downtown to Dugoni Dental School. They now charge 50 cents just to use the card.
By end of 2019, they plan to eliminate paper tickets too.

Since Cal Train & Samtrans are under the same CEO, can you have his office check on the SB Station ticket availability.

I only use Caltrain to go to VAMC Palo Alto for Comp & Pension exams. When I do so, I take the ECR to Millbrae & board there.

I can call you via the 800 number.

In the future, I may take the ECR to Daly City and then the Muni to SF.

It is getting more difficult for everyone to get around.

We are drowning in bureaucracy. I just faxed my CAVC appeal to Jackie's office & VAMC Veteran Experience office.

CAVC = Court of Appeals for Veterans Claims. My last CAVC appeal went to the D.C. Circuit.

I have taken 2 cases to the D.C. circuit & 1 to SCOTUS in 1994, an NLRB case.

Ruth Bader Ginzberg decided against me at the D.C. Circuit on a case the NLRB won in 1989.

I could not read the Sac Bee article with my ad blocker working.

Mike

On Friday, June 21, 2019, 10:18:58 AM PDT, Rios, Rona <riosr@samtrans.com> wrote:

Dear Mr. Harris,

I am in receipt of your correspondence and the SamTrans Board of Directors will receive a copy of this email.

My sincere apology for the incident yesterday. I confirmed that the Fare Box did in fact malfunction during your trip. The Refund Ticket was issued in lieu of a Change Card – and you are correct the Refund Ticket cannot be used as payment for subsequent trips.

To expedite the return of your refund I would like to offer you several ride tickets. We spoke once before, however, I'd like to provide you with my direct line so you can contact me with your address. If you prefer, you can email me your address info in lieu of calling. I can mail these tickets out today if you can call me asap.

My direct phone number is 650-508-6239. I have voicemail and if you prefer you can leave your address information on the recording accordingly.

Best Regards,

Rona Rios

Manager, Customer Service|Distribution

SamTrans|Caltrain|SMCTA

1250 San Carlos Avenue

San Carlos, CA. 94070

riosr@samtrans.com

From: MICHAEL HARRIS [<mailto:usmmmh@yahoo.com>]

Sent: Friday, June 21, 2019 8:46 AM

To: Rios, Rona

Cc: Matsumoto, Karyl [karyl.matsumoto@ssf.net]; John Baker; Everything South City; Rosa Acosta; De La Torre, Andria; Simon, Mark; Board (@samtrans.com); Michael Richardson; David Canepa; Pine, Dave [dpine@smcgov.org]; Conger, Jean

Subject: Defective Ticket Machine Route 130 yesterday

Dear Rona,

I boarded a 130 bus ~ 0945 yesterday at Costco headed for Hickey & Gellert.

I had MRI appointment for lower back pain at the AAA building.

The machine did not print a ticket. The driver gave me a Refund Info Tkt.

He told me to send it in to Samtrans.

I would have used my day pass 4 times yesterday.

When I finished my MRI at the AAA building, I walked to SS office, Bed Bath Beyond, then down down to Dollar Tree.

A neighbor dropped me at Grocery Outlet. I walked from there to Costco then home.

My lower back was in agony yesterday. I walked home very slowly.

My next Seton MC orthopedic appointment is June 25. I plan to take the 130, then a 122.

Can I use the refund info tkt next week?

SSF, SB, Millbrae are very poor on bike & walker safety problems.

I suggest you read the Sacramento Bee article on California's failure to prepare for the older population by 2030.

South City has a callous disregard for residents, seniors, veterans, poor, disabled.

SSF dropped a light pole on house Aug 20, 2009. They refused to repair the house.

My parents moved into this 1951 home June 19, 1959. SSF has steadily gone down hill over 60 years.

We are seeing the state at all levels with this callous disregard for peoples rights, health, quality of life.

I am working with Jeff Tong on some of these walker & biker problems.

Jeff has been on several committees trying to improve quality of life for residents.

There have been too many walkers killed recently in SSF.

I do not think any Samtrans Board Member rides the buses on a regular basis.

I would have asked Dave Pine, but he was MIA at the last SFO round table meeting.

I think he had another meeting, maybe Samtrans Board.

Mike

From: [Rios, Rona](#)
To: [Pine, Dave \[dpine@smcgov.org\]](mailto:dpine@smcgov.org)
Cc: [Matsumoto, Karyl \[karyl.matsumoto@ssf.net\]](mailto:karyl.matsumoto@ssf.net); [John Baker](#); [Rosa Acosta](#); [Board \(@samtrans.com\)](mailto:@samtrans.com); [Michael Richardson](#); [David Canepa](#); [Conger, Jean](#)
Subject: RE: Defective Ticket Machine Route 130 yesterday
Date: Friday, June 21, 2019 10:23:03 AM

This issue has been addressed. See previous email sent.

Thanks!

Rona

Rona Rios
Manager, Customer Service|Distribution
SamTrans|Caltrain|SMCTA
1250 San Carlos Avenue
San Carlos, CA. 94070
riosr@samtrans.com

From: Dave Pine [mailto:dpine@smcgov.org]
Sent: Friday, June 21, 2019 9:11 AM
To: MICHAEL HARRIS
Cc: Matsumoto, Karyl [karyl.matsumoto@ssf.net]; John Baker; Everything South City; Rosa Acosta; De La Torre, Andria; Simon, Mark; Board (@samtrans.com); Michael Richardson; David Canepa; Conger, Jean; Rios, Rona
Subject: RE: Defective Ticket Machine Route 130 yesterday

Michael,

I will ask David Burruto in my office to contact SamTrans to see if they can assist you with this matter.

Best,

Dave

Dave Pine
Supervisor, District 1
San Mateo County Board of Supervisors
400 County Center, 1st Floor
Redwood City, CA 94063
(650) 363-4571 (w)
(650) 814-3103 (m)
dpine@smcgov.org

From: MICHAEL HARRIS <usmmmh@yahoo.com>
Sent: Friday, June 21, 2019 8:46 AM

To: Rona Rios <riosr@samtrans.com>

Cc: Karyl Matsumoto <karyl.matsumoto@ssf.net>; John Baker <jbaker@ssfusd.org>; Everything South City <everythingsouthcity@gmail.com>; Rosa Acosta <rosa.acosta@ssf.net>; Andria De La Torre <delatorrea@samtrans.com>; Mark Simon <simonm@samtrans.com>; board@samtrans.com; Michael Richardson <mrichardson@smcgov.org>; David Canepa <dcanepa@smcgov.org>; Dave Pine <dpine@smcgov.org>; Jean Conger <congerj@samtrans.com>

Subject: Defective Ticket Machine Route 130 yesterday

Dear Rona,

I boarded a 130 bus ~ 0945 yesterday at Costco headed for Hickey & Gellert.

I had MRI appointment for lower back pain at the AAA building.

The machine did not print a ticket. The driver gave me a Refund Info Tkt.

He told me to send it in to Samtrans.

I would have used my day pass 4 times yesterday.

When I finished my MRI at the AAA building, I walked to SS office, Bed Bath Beyond, then down down to Dollar Tree.

A neighbor dropped me at Grocery Outlet. I walked from there to Costco then home.

My lower back was in agony yesterday. I walked home very slowly.

My next Seton MC orthopedic appointment is June 25. I plan to take the 130, then a 122.

Can I use the refund info tkt next week?

SSF, SB, Millbrae are very poor on bike & walker safety problems.

I suggest you read the Sacramento Bee article on California's failure to prepare for the older population by 2030.

South City has a callous disregard for residents, seniors, veterans, poor, disabled.

SSF dropped a light pole on house Aug 20, 2009. They refused to repair the house.

My parents moved into this 1951 home June 19, 1959. SSF has steadily gone down hill over 60 years.

We are seeing the state at all levels with this callous disregard for peoples rights, health, quality of life.

I am working with Jeff Tong on some of these walker & biker problems. Jeff has been on several committees trying to improve quality of life for residents.

There have been too many walkers killed recently in SSF.

I do not think any Samtrans Board Member rides the buses on a regular basis.

I would have asked Dave Pine, but he was MIA at the last SFO round table meeting.

I think he had another meeting, maybe Samtrans Board.

Mike